



ROBBERY PREVENTION & AWARENESS TRAINING

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Robbery prevention and awareness training

This program is a complete and detailed look at the **Crime of Robbery** and how it effects your business. It is divided into (5) areas of training;

1. What is a Robbery?
2. Characteristics of Robbery
3. What to do During a Robbery
4. What to do After a Robbery
5. Robbery Prevention Techniques and objectives





What is a ROBBERY

Florida State Statute 812.13

“ROBBERY” means the taking of money or other property which may be the subject of larceny from the person or custody of another, with intent to either permanently or temporarily deprive the person or the owner of the money or other property, when in the course of the taking there is the use of force, violence, assault, or putting in fear.





Characteristics of Robbery

- ❖ Robbery is the #1 source of violence from strangers
- ❖ Robbery is increasing faster than any other crime
- ❖ Weapons most likely to be used in Robbery to your business
- ❖ SURPRISE AND CONFRONTATION – 2 key elements
- ❖ Robbery must be executed *RAPIDLY!*
- ❖ Robbery is a planned crime
- ❖ 50% involves more than one ROBBER





Characteristics of Robbery

- ❖ Socio-economics status of Business Neighborhood **is not a factor!**
- ❖ Attractiveness of business to ROBBERS can be measured
- ❖ More attractive the business = more frequently Robbed
- ❖ The DOLLARS lost from Robbery does not hurt the business...Employees, customers and business status are hurt





Characteristics of Robbery:

Why are you likely to be Robbed

- ❖ Business appears an easy target!
- ❖ Cash on hand
- ❖ Victim (clerk/teller/salesperson) ALONE
- ❖ Good Get-A-Way Potential
- ❖ Poor lighting after Dark
- ❖ Street View Obscured
- ❖ Business isolated from public/neighbors





Characteristics of a ROBBER

- ❖ Robbers are usually Male
- ❖ Majority are under 25 years of age
- ❖ 60% Black 39% White
- ❖ Repeat offenders or record of violence
- ❖ Will ROB for small amount and repeat offense to accumulate a larger amount
- ❖ Most business ROBBERS are strangers to their victim
- ❖ Use threat of force and violence to neutralize resistance of victim





What to do During a Robbery

TAKE NO ACTION TO JEOPARDIZE YOUR SAFETY

#1 GOAL IS TO GET THE ROBBER OUT AS SOON AS POSSIBLE AND SURVIVE THE ROBBERY WITH NO INJURY



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What to do During a Robbery

- ❖ Cooperate with the Robber
- ❖ Give them exactly what they want
- ❖ WEAPONS or implied weapons should be treated as REAL and LOADED
- ❖ Do Not make loud noises or sudden moves
- ❖ Give bait/decoy money, even if told not to!
- ❖ Try to alert other employees, use “Code Words”
- ❖ ACTIVATE ALARM A.S.A.P., but safely!



What to do During a Robbery:

- Carefully observe the ROBBER, make eye contact and mental notes on appearance
- Install and use height markers
- Look for accomplices

What to do During a Robbery



- Observe and Identify Weapon
- Remember – consider all weapons real and loaded!
- Make mental notes of weapon-TYPE, SIZE and COLOR



What to do During a Robbery

Observe and Identify Vehicle and Direction of Travel

- ❖ Color
- ❖ Make
- ❖ Model
- ❖ Old or New
- ❖ License Plate (State, Color, Number)
- ❖ Unusual Characteristics or Body Damage
- ❖ Direction of Travel





What to do After the Robbery

IMMEDIATELY CALL THE POLICE

911



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What to do After a Robbery

DO NOT CALL:

- ❖ YOUR MANAGER / STORE OWNER / STORE SECURITY
- ❖ YOUR FAMILY
- ❖ NON-EMERGENCY OR ADMINISTRATION LINE
- ❖ LOCAL OFFICE, POLICE HEADQUARTERS OR SUBSTATION
- ❖ CRIME PREVENTION SECTION OR OFFICER
- ❖ YOUR ALARM COMPANY

**UNTIL YOU NOTIFY LAW ENFORCEMENT VIA 9-1-1,
AND THE OPERATOR HAS GIVEN YOU
PERMISSION TO HANG UP THE PHONE**





What to tell the 9-1-1 operator

- ❖ “We have just been Robbed”
- ❖ “A Robbery has just occurred to our business”
- ❖ Identify Yourself
- ❖ Stay on the Phone
- ❖ Answer Questions about the Robbery
 - Descriptions of Robbers
 - Weapons
 - Injuries
 - How long ago
 - Vehicles
 - Direction of travel





What to do After a Robbery: Protect to Crime Scene

- ❖ Lock all the doors
- ❖ Calmly tell customers a Robbery has just occurred
- ❖ Stop all business transactions
- ❖ Ask all witnesses to stay until Police arrive
- ❖ DO NOT touch anything in the Robbery area
- ❖ Curious people can destroy EVIDENCE
- ❖ Do Not allow customers, friends, media into business until Law Enforcement arrives





What to do After the Robbery: Record Observations

- ❖ **Use SUSPECT ID CHART**
- ❖ **Do Not compare observations with other witnesses**
- ❖ **Write down exactly what you remember**





Robbery Prevention Techniques

Be Alert to Suspicious Customers

- ❖ Robbers usually “case” their target
- ❖ Loitering in store or parking lot
- ❖ Early shoppers? Tries to keep you later?
- ❖ Acts nervous or “just not right”
- ❖ Same car keeps driving by, parked outside for a long period
- ❖ Write down a description of suspicious persons or vehicles
- ❖ Make sure camera system is working
- ❖ Call Law Enforcement





Robbery Prevention Techniques: Fight Crime with Visibility and Lights

- ❖ NEVER block the view into your business
- ❖ Cashier area should be easily seen from outside
- ❖ Allow employees to see entire store, low displays, clear partitions, convex mirrors
- ❖ Keep all entrances, exits and parking areas well lit
- ❖ NEVER open or close in the DARK! Leave lights on inside and outside after closing





Robbery Prevention techniques: Good Employee Hiring Techniques

- ❖ Robbers can be past employees
- ❖ Complete application process
- ❖ Photo-copy of Driver's License- Photo ID
- ❖ Photo-copy of Social Security Card
- ❖ Photo all employees
 - Discourages dishonest employees
 - Assist law Enforcement with ID





Robbery Prevention Techniques: Opening and Closing

Opening:

- ❖ Use two people
- ❖ Check surroundings for suspicious people
- ❖ Check parking lot for suspicious vehicles
- ❖ Check business for signs of break in, never enter, always call police
- ❖ Use visible door, not hidden entrance
- ❖ All employees lock themselves in until the store opens
- ❖ **NEVER OPEN EARLY FOR ANYONE!**





Robbery Prevention techniques: Opening and Closing

Closing:

- ❖ Lock all doors at closing hour
- ❖ Never open after hours
- ❖ Check entire building for suspicious/hiding people
- ❖ Pleasantly escort last customers to the door and lock it behind them
- ❖ Use two people
- ❖ Follow opening safety rules in reverse
- ❖ If called back after closing, let someone know you are going and verify all Police initiated calls



Robbery Prevention Techniques:

- ❖ Place a greeter by the front door
- ❖ Enforce a policy of no hats/no sunglasses
- ❖ Install security cameras outside of bank to cover parking lot area and back/sides of bank
- ❖ Install a security camera at the front door about 5 1/2 to 6 feet high to catch facial shot of suspect leaving
- ❖ Switch up procedures for bait money
- ❖ Look at possibility of installing double security doors at entrance

Robbery Prevention Techniques:

Alarms

- ❖ Different from Burglar alarms
- ❖ EMPLOYEE activated
- ❖ Alerts Police
- ❖ Deterrent to Robbery when existence is advertised
- ❖ Easy access to activate
- ❖ All employees should be trained to use all security systems
- ❖ Management should be responsible for maintenance of security system



Robbery Prevention Benefits

- ❖ Reduce incidents of Robbery
- ❖ Makes a safer place to work and shop
- ❖ Enhance Public and Internal Image
- ❖ Reduce Employee Turnover
- ❖ Enhance Sales and Profits
- ❖ Leadership Role in Crime Prevention





Make a Call, Make a Difference!

954-344-1800 or dial 911 for emergencies

**For more information,
visit www.prepareNprevent.org**

Reference:

PBSO (2013). Robbery Prevention and Awareness Training. Retrieved at: www.pbsso.org/.../RobberyUnit/BankRobberyPrevetion/bank%20robbery. – 5/13/13



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